



## HQ Web Based Training Course Offerings 2005

### Business & Management Skills Library

Applying Leadership Basics  
Applying Leadership Basics (Second Edition)  
Appraising Performance  
Approach Millennium Edition 9.0: Introduction  
Approach Millennium Edition 9.5: Advanced  
Approach Millennium Edition 9.5: Introduction  
AutoRoute Express (British English)  
Basics of Effective Communication  
Basics of Effective Communication (Second Edition)  
Basics of Effective Selling  
Basics of Effective Selling (Second Edition)  
Build a Solid Foundation with VBA Using Microsoft Office  
Building Strong Customer Relationships  
Building Strong Customer Relationships (Second Edition)  
Business Statistics in Excel 97  
Conducting Performance Reviews  
Conducting Performance Reviews (For use with Screen Readers)  
Conducting Performance Reviews (Second Edition)  
Conflict Intervention  
Conflict Intervention (Second Edition)  
Creating a Strong Leadership Team  
Creating a Strong Leadership Team (For use with Screen Readers)  
Creating a Strong Leadership Team (Second Edition)  
Delegating  
Develop a Strategic Plan (Second Edition)  
Developing a Strategic Plan  
Discharging Employees  
Discharging Employees (Second Edition)  
Disciplining and Redirecting Employees  
Element K New Student Orientation  
Encarta World Atlas (British English)  
Finance Essentials  
Financial Basics for Non-Financial Managers  
Financial Basics for Non-Financial Managers (Second Edition)  
Fundamentals of Communication  
Fundamentals of Customer Service  
Fundamentals of Selling  
Get Going with QuickBooks 2003  
Get Going With QuickBooks 2004  
Get Going With Quicken 2004  
Harvard Manage Mentor: Setting Goals (For use with Screen Readers)  
Harvard Manage Mentor: Solving Business Problems  
Harvard Manage Mentor: Assessing Performance  
Harvard Manage Mentor: Becoming a Manager  
Harvard Manage Mentor: Budgeting



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Harvard Manage Mentor: Capitalizing on Change  
Harvard Manage Mentor: Coaching  
Harvard Manage Mentor: Coaching (For use with Screen Readers)  
Harvard Manage Mentor: Delegating  
Harvard Manage Mentor: Dismissing an Employee  
Harvard Manage Mentor: Finance Essentials  
Harvard Manage Mentor: Focusing on Your Customer  
Harvard Manage Mentor: Giving and Receiving Feedback  
Harvard Manage Mentor: Hiring  
Harvard Manage Mentor: Keeping Teams on Target  
Harvard Manage Mentor: Laying Off Employees  
Harvard Manage Mentor: Leading a Team  
Harvard Manage Mentor: Leading and Motivating  
Harvard Manage Mentor: Making a Presentation  
Harvard Manage Mentor: Managing Crises  
Harvard Manage Mentor: Managing Difficult Interactions  
Harvard Manage Mentor: Managing Difficult Interactions (For use with Screen Readers)  
Harvard Manage Mentor: Managing for Creativity and Innovation  
Harvard Manage Mentor: Managing for Creativity and Innovation (For use with Screen Readers)  
Harvard Manage Mentor: Managing Upward  
Harvard Manage Mentor: Managing Workplace Stress  
Harvard Manage Mentor: Managing Your Career  
Harvard Manage Mentor: Managing Your Time  
Harvard Manage Mentor: Managing Your Time (For use with Screen Readers)  
Harvard Manage Mentor: Marketing Essentials  
Harvard Manage Mentor: Negotiating  
Harvard Manage Mentor: Preparing a Business Plan  
Harvard Manage Mentor: Project Management  
Harvard Manage Mentor: Retaining Valued Employees  
Harvard Manage Mentor: Running a Meeting  
Harvard Manage Mentor: Setting Goals  
Harvard Manage Mentor: Working with a Virtual Team  
Harvard Manage Mentor: Writing for Business  
Integrating Your Business Systems With Microsoft® Office Professional Edition 2003  
Intercultural Business Etiquette  
Intercultural Business Etiquette (Second Edition)  
Internet Explorateur 4.0: Introduction (Français/French)  
Interviewing Job Candidates  
Interviewing Job Candidates (Second Edition)  
Intranets and Extranets: An Introduction  
Introduction to Networks and the Internet  
Introduction to Personal Computers: Using Windows 2000  
Introduction to Personal Computers: Using Windows 98  
Introduction to Personal Computers: Using Windows XP  
Introduzione allo Sviluppo di Applicazioni di Access 2000 (Italiano/Italian)  
Keep Going with QuickBooks 2003  
Keep Going with QuickBooks 2004  
Leading Effective Meetings



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Leading Effective Meetings (For use with Screen Readers)  
Leading Effective Teams  
Leading Effective Teams (For use with Screen Readers)  
Managing a Virtual Office  
Managing a Virtual Office (Second Edition)  
Managing Accounts and Software in Microsoft® Windows Server™ Active Directory  
Managing Company Change  
Managing Company Change (Second Edition)  
Managing Difficult Conversations (Harvard Business School Publishing Program)  
Managing Personal Stress  
Managing Personal Stress (Second Edition)  
Managing Projects  
Managing Stress  
Managing Stress (For use with Screen Readers)  
Mastering Cold Calls (Second Edition)  
Personal Financial Planning  
Personal Financial Planning (Second Edition)  
Presentation Skills  
Presentation Skills (Second Edition)  
Presentations 10 : Niveau 1(Français/French)  
Presentations 10: Level 1  
Presentations 9.0: Introduction  
Preventing Sexual Harassment for Employees (Quickknowledge)  
Preventing Sexual Harassment for Leaders (Quickknowledge)  
Providing Effective Feedback  
Qualifying Sales Prospects  
Qualifying Sales Prospects (Second Edition)  
Recognizing and Avoiding Burnout  
Recognizing and Avoiding Burnout (For use with Screen Readers)  
Recognizing and Avoiding Burnout (Second Edition)  
Recognizing and Managing Anger  
Recognizing and Managing Anger (Second Edition)  
Recognizing Employee Performance  
Recognizing Employee Performance (Second Edition)  
Relational Database Design (Second Edition)  
Relational Database Design: A Practical Approach  
SAP R/3 V4.0: User Basics  
SAP R/3 V4.6: User Basics  
Security Awareness (Part 1): Accessing a Computer, a Network and the Internet in a Secure Manner  
Security Awareness (Part 2): Maintaining File and Email Security  
Security Awareness (Part 3): Promoting Web Security and Proper Responses to Security Incidents  
Setting Performance Goals & Expectations  
Solving Problems as a Team  
Solving Problems as a Team (For use with Screen Readers)  
Solving Problems As A Team (Second Edition)  
StarOffice 5.1: Transition from Microsoft Office  
Streets & Trips 2001



## **HQ Web Based Training Course Offerings 2005**

Streets and Trips 2000: Overview

Telephone Sales Skills

Time Management